



# Returning home and rebuilding after a wildfire

PG&E resources to help you rebuild and recover

## We're here to help

We recognize how difficult this time is for you. To help with recovery, PG&E is providing the following resources:



Power your rebuild:  
Requesting new PG&E service



Financial relief for residential  
and small business customers

## Wood Debris Management

To restore service, PG&E must make sure the area is safe. As part of that effort, PG&E crews are in the process of marking and cutting down damaged trees that could pose a hazard. Wood from these trees is left onsite. PG&E offers a no-cost wood removal program to customers. To learn more about program eligibility and to request wood removal, please call us at **1-888-421-1700**.

## Return home and rebuild safety tips

When local First Responders give you the direction that you are allowed to return home, please take these steps to protect your family and your home:

**Be alert:** If you see downed power lines near your home, treat them as if they are "live" or energized. Slow down in areas where road construction or tree work is taking place.

**Check for damaged wiring:** Turn off power at the main switch and consult with an electrician if you suspect any damage.

**Report unsafe conditions:** If you smell a "rotten egg" odor in an area PG&E serves gas, see downed power lines or suspect another emergency, leave the area immediately and **call 911**. Then, call PG&E at **1-800-743-5000**.

**Call before you dig:** Be sure to **call 811** at least two business days before you or a contractor start any digging project for a rebuild. PG&E will come out and mark any underground lines for free.

**Generator installation:** Make sure any permanent standby electric generator is installed by a licensed electrician. Improperly installed generators can pose a significant safety hazard. If using a portable generator to plug in appliances, make sure it is outdoors in a well-ventilated area.



## Power your rebuild: Requesting new PG&E service

We're here to help you during your rebuilding process with **temporary power**—power delivered on a short-term basis.

For eligible customers impacted by a wildfire, PG&E will connect and disconnect temporary electric service at no cost until a permanent electric meter is installed. Temporary power can be used throughout the construction process until your building is ready for permanent power or for temporary uses like a recreational vehicle. Please work with your local jurisdiction on requirements for getting a temporary power permit.

Get started by following these two easy steps:

1. Apply online at [pge.com/cco](http://pge.com/cco) or call **1-877-743-7782**, Monday through Friday, 7 a.m. to 6 p.m. You will be assigned a dedicated PG&E Service Planning Representative (SPR) to manage your request. Please indicate on your application which wildfire your request is related to.
2. Contact your SPR for all restoration questions and concerns, or email us at [rebuild@pge.com](mailto:rebuild@pge.com).

Once your building project is complete, remember to apply for permanent power. PG&E cannot restore permanent gas or electric services to damaged structures until they have been repaired or rebuilt, and the county or city building inspector or representative has approved PG&E to reestablish service. Please note: Poles/electric panels along with fees payable to the city, town or county are the responsibility of the customer.



## Financial relief for residential and small business customers

We recognize the hardships that those affected by the wildfires are facing, and understand that billing is the last thing on people's minds. To help ease the burden, we are offering:

- **Billing support** to stop estimated energy usage attributed to the time period the home or business was unoccupied as a result of the emergency, and discontinue billing for structures that were lost in the fire
- **Credit relief** for eligible customers who have lost their home or business by offering flexible payment arrangements for previous account balances
- **Financial assistance** for qualified customers

For more information, please visit [pge.com/customer-protection](http://pge.com/customer-protection).

### Learn more about how we can help

For more information about how PG&E can help you rebuild and recover, please:

- Call **1-800-743-5000**
- Visit [pge.com/wildfirerecovery](http://pge.com/wildfirerecovery)
- Email [rebuild@pge.com](mailto:rebuild@pge.com)

Para ayuda en español, por favor llame al **1-800-660-6789**

要用粵語/國語請求協助，請致電 **1-800-893-9555**

Để được giúp đỡ bằng tiếng Việt, xin gọi **1-800-298-8438**

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Rau feem ntau ntaub ntawv qhia txog sij hawm tam sim no nyob rau hauv koj hom lus, thov hu rau **1-866-743-6589**

ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਨਵੀਨਤਮ ਜਾਣਕਾਰੀ ਲਈ, ਕਿਰਪਾ ਕਰਕੇ **1-866-743-6589** ਤੇ ਕਾਲ ਕਰੋ.



For translated support in over 200 additional languages, please contact PG&E at **1-866-743-6589**.

ご使用の言語での最新情報をご希望の方は次の電話番号にご連絡ください。  
**1-866-743-6589**

Kung kailangan mo ng tulong sa Tagalog, tumawag sa **1-866-743-6589**.

한국어로 도움이 필요하면 **1-866-743-6589**으로 전화하십시오.

Для справки на русском языке звоните по телефону **1-866-743-6589**.

للحصول على أحدث المعلومات **1-866-743-6589**، الرجاء الاتصال على بلغتك،

لطفاً برای دریافت آخرین اطلاعات به زبان خود، با شماره **1-866-743-6589** تماس حاصل کنید